**Mangai** 

**Sr. Business System Analyst/Scrum Master**

**PROFESSIONAL EXPERIENCE**

* **University 8th rank holder, Gold medalist ,Proactive and Result oriented** Business Systems Analyst with **9** years of experience in business process management, requirement gathering, analyzing, **documenting project artifacts**, communicating with SME’s, stakeholders( technical and non-technical) and Testing/maintenance operation.
* Spearheaded projects on various **SDLC Methodologies** like **Waterfall and Agile Scrum.**
* Proficiency in conducting requirement gathering processes through various elicitation techniques like **requirement workshops, interviewing, brainstorming, focus groups, survey/ questionnaire, Job**

**Shadowing, document analysis and observation,** Fish bowling.

* Extensive experience in creating projects artifacts like **Business requirements document (BRD)**, **Use-Case Specifications, and Systems Requirements Specification (SRS), Functional Specifications document (FSD), Test case, Test plan and Requirement Traceability Matrix (RTM).**
* Proficient in using **UML** to create **Activity diagrams**, **Sequence diagrams**, **Use case diagrams** and **flowcharts,** identifying Key performance indicators (**KPI**), and Change Management.
* Assisted in **feasibility studies**, **Risk analysis**, **GAP Analysis**, **Cost Benefit Analysis, Impact analysis, Root Cause** and **SWOT analysis.**
* Experienced in conducting **Joint Application Development** (JAD) and **Rapid Application Development** (RAD) sessions to converge early towards a design acceptable to the customer.
* Facilitated **Scrum ceremonies** and adopted Agile related techniques (**Moscow, Kano model, Planning Poker, INVEST, Three C**’s of user stories **(Card, Conversation, Confirmation**).
* Involved in covering a wide range of strategic topics, methodologies, modeling and also cascading the implementation of strategic plans using **Rally**.
* Knowledge in handling **Data Warehousing**, Data Modeling, **Data Analysis**, Data loss prevention, **Data Mapping**, and **Data profiling** using **Rational Rose and MS Visio.**
* Knowledge in creating and developing **Conceptual, Logical / Physical ER diagrams.**
* Lead and worked with teams to examine and solve business problems by accurately analyzing the needs of clients and helping them to achieve improved quality and value for their customers.
* Created **MS Project** to manage schedules, deadlines, resources, collaborate with different teams, and analyze project information.Assisted at **risk management**, performance measure development, process development, and WBS development.
* Collaborating and analyzing with all the strategic business units to define the areas for implementing the **Business process re-engineering**.
* Experience in **Black box Testing, Functionality Testing, System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Smoke/Sanity Testing, HP application lifecycle Management (HPALM)** and **Performance Testing.**
* Working knowledge of **SOA Framework, Ajax, SOAP, Web Services, Client and Server Validations.**
* Extensive knowledge of **Stocks, Bonds, Mutual Funds** and **ETF.**
* Dedicated & Self- motivated, proven **leadership** capabilities and time **management** skills.
* Excellent **analytical, problem solving, communication** and **documentation** skills.

**DOMAIN KNOWLEDGE**

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| Finance | Credit management, Wealth Management, Portfolio Management, Credit  Score, Credit risk, Stock, ETF, Mutual Funds, Bonds, Loan and AML. |
| Risk and Compliance | Operational Risk, Market Risk, BASEL, DODD-FRANK |

**TECHNICAL SKILLS**

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| **Methodologies/Framework** | Waterfall, Agile,Scrum,Rational Unified process(RUP), Extreme programming |
| **Project Management Tools** | HPPPM,Microsoft Projectv2007/2013, Clarity v13,MS Office Suitev2007/2013 |
| **Agile Project Management Tools** | Team Foundation Server(TFS)v2013, Rally V2012.1, Jira v4.0 |
| **Business Modeling Tools** | Rational Rose v7, Microsoft Visiov2007/2010/2013, Mockup Screen v4.92,Wireframe v 1.4 |
| **Content Management Tools** | Microsoft SharePoint v2007/2010/2013 |
| **Version Management Tools** | Rational Clear Quest v8.0 |
| **ETL, Reporting and Testing tools** | Informatica v 8.6,Toad v12.0 IBM Cognos v8.0,HPQC v9.2,HPALM v11.5,Tableau 9.0.3, Spot Fire 6.0 |
| **Other Language& Tools** | My SQL Server v 6.3,HTML,XML |

**PROFESSIONAL EXPERIENCE**

**1. Client: Evertec Inc., San Juan, PR Role: Business analyst**

**Title: EBT Development project Duration: Nov 2015- Till date**

**Project Description:** This project sets forth the terms and conditions for the Electronic Benefits

Transfer system in Puerto Rico to be provided by the Evertec Inc. Through EBT,

Government administered benefits and payments and direct federal benefits can be distributed electronically to eligible recipients.

**Responsibilities:**

* Involved in all the phases of the **Software development life cycle (SDLC)** of this project. Served as a **liaison** between Business user and the IT team for proper communication of the requirements
* Created detailed Business Requirement Document **(BRD)** and translate it into **functional specifications**.
* Performed **GAP** analysis for business and system process flows, user administration and requirements.
* Conduct interviews, workshops, focus groups, brainstorming and observations, and surveys/questionnaires with stakeholders to determine the requirements needed for a new project.
* Performs **feasibility analysis** and works with the project management team to prioritizes deliverables, and negotiate on product functionalities.
* Gathering requirements from the business users. Prioritizing those requirements based on Customer needs and deliverables for each **iteration**.Created process flow diagrams using Ms Word.
* Assisting offshore and onshore team in creating **test cases**. Prepared data validation for testing. Assisting in development process to complete the application on time based on the requirement and specification documents.
* Coordinating with different teams **across borders**. Supporting the technical team during the development cycle. Assisting design and development of the project.
* Used **web services, SOAP and WSDL** to transfer and Share Information.
* Updating Business requirements in **JIRA.**
* Proven ability to perform in high-pressure environments

**Environment:** Agile -Scrum, JIRA, MS Office (MS Word, MS Excel, MS PowerPoint), MS Excel, HP ALM, Java and Java Script.

**2. Client: American Express, New York, NY Role: Sr. Business System Analyst/Scrum Masters**

**Title: Credit Risk Management Duration: Feb 2015- Sept 2015**

**Project Description:** The scope of the project was to enhance the existing application which runs both FICO Scores and our own application. The application offers board range of analytical and User control. This enhanced Platform helps Business users to better understand the borrower’s ability to pay.

**Responsibilities:**

* Conducted GAP Analysis to understand the **AS-IS** and **TO-BE** state of the project. Facilitated **JAD sessions** for precisely capturing the user’s vision of the product
* Conducted need assessment activities using a variety of data-collection methods, including **document reviews**, **interviews**, **focus groups**, **observations** and **surveys.**
* Handled **requirement churns** by conducting **cost benefit analysis** and **Impact Analysis**
* Involved in **Requirement gathering** and created **Business Requirements Document (BRD), Functional Specification Document (FSD),** which includes **UI screen mockups**, **process flows, business logic, configuration requirements** and **traceability matrix. Analyzed the risk assessment of the application**
* Proficient in working on **end-to-end IT solutions** while multitasking as a **Scrum Master/ Business system analyst**
* Walked through the details of the **user stories** with the product owner, Prioritized **user stories using Moscow** and **Kano Model**, documented and tracked **user stories in Jira**
* Facilitated the estimation of efforts required using **Planning poker** along with the Scrum team.
* Facilitated **Sprint Ceremonies** like **Sprint Planning Meeting, Daily Scrum Meeting, Sprint Review Meeting Sprint Retrospective Meeting** and **Blacklog grooming** for each sprint. Supported and educated the Product Owner, especially with respect to grooming and maintaining the **product backlog**
* Maintained and updated **Sprint Burn down** charts and **Release Burn down** charts to keep track of Sprints and the project against the planned work. Facilitated the team to maintain optimal **velocity** and worked on completing **story points with a consistent schedule** on each sprint
* Resolved impediments affecting the scrum development team by **performing safety check** to overcome invisible gun effect, through **silent writing** and **timeline retrospective**
* Dealt with distractions of the Scrum team during the Sprint like ad hoc requests from external teams and the product owner to keep the sprint on track.
* Guiding the team and organization on how to use **Agile/Scrum practices** and values to delight customers. Improved **collaboration** in **cross functional** and **self-organizing** scrum team and helped people to understand the work dynamics within scrum.
* Managed team to perform SQL queries to access customer profiles stored in the system.
* Assisted in data profiling to extracted data from source system and loaded into the target system.
* Ensured that accurate **data mapping** and **modelling** were carried out so that data fields get populated with accurate data entries during system enhancements.
* Assisted in creating test plan, test cases for **UAT** Testing and in System **IntegrationTesting** and supported for User Acceptance. Used Tableau **dashboard** to generate a report to highlight the requirements pass/fail in testing during UAT.

**Environment:**Agile -Scrum, JIRA, SQL, Informatica, MS Office, SharePoint (2010), UML, MS Project, MS Visio, Tableau, HPALM, web services, Wire frame, Mockup –Screen, ASP.Net,C#.NET.

**3. Client: Fidelity, Durham NC Role: Sr. Business System Analyst/Scrum Master**

**Title: Portfolio Management Duration: April 2014- Jan 2015**

**Project Description:** The project scope was to enhance existing data analysis tool and dashboard for managing Fidelity asset management portfolio. The application design also required a selection of various internal and external sources of data for analyzing the portfolio performance. The objective was to increase the functionality of the system to meet industry standards.

**Responsibilities**:

* Working knowledge of business process standardization and **software development life cycle (SDLC)** including analysis, design, development, testing and implementation of software application.
* Actively Involved in **Pre-Analysis** of project with **SMEs** and Developers.
* Wrote **Business** and **System Requirements Documents** by interviewing the business users. Facilitated JAD sessions to gather requirements and Conducted **Gap Analysis** of current state and desire state.
* Created UML Diagrams like **Use Case Diagrams** and **Activity Diagram** as well as created mock-up screens using **MS Visio** to provide **Prototype** to assist the development team.
* Clarified and prioritized requirements by conducting brainstorming sessions with the product owners and scrum development team.
* Contributed to creating **user stories** and assisted PO in prioritizing user stories **using Moscow**, **KANO**. Walked through technical details of the user stories with the product owner.
* Facilitated the sprint planning, stand up, review meetings, retrospectives and backlog grooming meeting. Reviewed and assisted insprint ceremonies, owned the weekly **Burn down charts, agile wall updates (Task board).**Produced and maintained **artifacts** to communicate team successes, deliverables, and timeline.
* Constantly involved to **resolve impediments** and achieved results.
* Exposure to **Securities, Bonds, Mutual Funds, and ETF.**
* Provided training to the users, and involved in facilitating UAT sessions to gain user confidence and approval.
* Used **Quality Center for bug tracking, reporting and report generation for the test cases.**
* Involved in writing Test Plans, Test Cases, Test Scripts and Test Scenario using Quality Center.
* Extensively involved in **Black Box Testing** and **Systems Testing** for verifying and validating purposes

**Environment:** MS office ,Visio, Agile -Scrum, JIRA, SQL, Informatica, SharePoint, MS Project, MS Visio, tableau, HPALM, HP PPM, Rally, HTML and XMLs, Java and Java Script.

**4. Client Name: Fifth Third Bank, Cincinnati, OH Role: Sr. Business Analyst**

**Title: Loan Origination Duration: July 2013- March 2014**

**Project Description:** The scope of the project was to enhance the existing Equity Loan Origination system which enables customers to apply for fixed rate equity loan or equity line of credit. Integral part of the project was to enhance few old reports and create new reports for the business using waterfall Methodology.

**Responsibilities**:

* Involved in preparing **scope** and **objectives of a project.**
* Prepared business requirements using appropriate elicitation techniques client interviews, **focus groups** and document analysis, conducting JAD sessions with various stakeholders and the project team.
* Created AS-IS and TO-BE process workflows and conducted GAP analysis.
* Coordinated with project manager to create the work break down Structures (WBS), Manage Schedules, deadlines and resource allocation and the project tasks using MS Project.
* Established **Requirement Traceability Matrix (RTM)** to trace the completeness of requirements.
* Prepared **use case diagrams and description** documentation based on the analysis, and obtained approvals from the clients. Created Mockup screens with the help of **UI components** using **wireframes** for testing the front end.
* Prepared **activity diagrams** on **MS Visio** to better understand the flow of activities along with the timeline of each actor.
* Coordinated with project stakeholders to track the progress of the project, update status and lead review meeting to ensure that schedules and deliverables are met.
* Created **Functional Specification Document**, Successfully documented functional/ Non-Functional requirements and identified issues and assumptions to be made.
* Coordinated and controlled **change request** for the clients by conducting impact and cost analysis, prioritizing and mitigating changes.
* Prepared **change request form** to provide details of the changes requests, and obtained approvals from the appropriate **Change approval board and Change control Board.**
* Developed **conceptual and logical ER diagrams** for the database.
* Created **Data Dictionary** for the data models. Performed **Data Mappings** based on the specified business requirements
* Good knowledge on **SOA** that is predominant for the Banking Industry, which has a **3-tier architecture**
* Assisted in **client side validation** and **server side validation** on the data which was given or submitted by the client.
* Extensively assisted in **Black Box Testing** and **Systems Testing** for verifying and validating purposes.
* Involved in implementing deployment like authoring the **user training schedules** and conducted **user training.**

**Environment:** Waterfall, Mock-up screens, SQL Server, MS Office (MS Word, MS Excel, MS PowerPoint, and MS Visio), GAP Analysis, Data Warehouse, JIRA, Tableau, UML, and UAT Testing Spotfire.

**5. Client: State of Minneapolis, MN Role: Business Analyst**

**Title: Financial Reporting Project Duration: Nov 2011- June 2013**

**Project Description:** This project was to replace the state's aging and non-integrated financial systems with a single comprehensive financial application supporting the state's fiscal and policy decision processes.

**Responsibilities**

* Interacted with the client for **requirement gathering** and **elicitation.**
* Performed current system study and **AS IS analysis** produced **Gap Analysis** documents.
* Facilitated brainstorming sessions to generate new ideas for the application and further moderated focus groups to improve on the existing ideas.
* Developed **UML Diagrams** such as **Use Case diagrams** and **sequence diagrams** in **MS Visio.**
* Created **Functional Specification Document (FSD)** detailing in project functional requirements.
* Prepared a schedule and work flow following Waterfall methodology and participated in all the phases of the **Software Development Life Cycle (SDLC).**
* Participated in meetings with the development and QA teams to facilitate the requirements understanding process, **data collection**, and **data analysis**.
* Coordinated and prioritized outstanding defects and system requests and prepared **Requirement Traceability Matrices (RTM)** to track such requirements.
* Assessed business priorities, and advised business units on risks and **Cost Benefit analysis** for Change Requests.
* Prepared the **Change Management Plan** to handle future changes and the Quality Management Plan to ensure standards and meet customer requirements.
* Effectively conducted Change Request Management by creating the change request artifacts with change details, assigned priority on each change, and got the approval from the concerned stakeholders.
* Conducted **ETL (Extract, Transform, and Load**) workshops to understand the data warehouse requirements.
* Facilitated and supported **User Acceptance Testing (UAT) process.** Used **COGNOS for creating reports.**

**Environment:** Waterfall, SQL, Windows 2003, Rational Suite, Visio, MS Project 2003, MS Office Suite (PowerPoint), Cognos.

**6. Client: ABN Ambro Bank Chennai, India Role: Business Analyst**

**Title: Anti Money Laundering Duration: July 2009- Sept 2011**

**Project Description:** The scope of the project is to use proper procedures and compulsory banking regulations. Project involved in enhancing system for analyzing, detecting and investing transactions that may be indicative of money laundering behavior.

**Responsibilities:**

* Gained knowledge of [**Prevention of Money Laundering Act, 2002**](https://en.wikipedia.org/wiki/Prevention_of_Money_Laundering_Act,_2002)**, Know Your Customer (KYC)**, Interacted with the stakeholders to gather business requirements.
* Interviewed SMEs, **conducted JAD sessions** and **online surveys** to get a better understanding of the gathered requirements.
* Performed GAP Analysis by analyzing and creating the process flows for the **AS-IS** of their existing architecture and came up with the process flows for the **TO-BE.**
* Analyzed and developed **FSD (Functional Specification Document).**
* Developed use cases and obtained approval from the clients.
* Used wireframes to develop the **mockup screens** to test the look and feel of the front end.
* Created UML diagrams such as **Use Case Diagrams, Activity Diagrams,** and **Sequence Diagrams** for better understanding of the system.
* Coordinated with the clients for the **change request** by conducting **impact analysis** and provided the details of the change requests and obtained approvals from the appropriate stakeholders.
* Provide regular **Cash transaction reports (CTRs) and suspicious transaction reports** to senior management to track anti-money laundering activities.
* Supervised the **System Testing using HPQC.**

**Environment:**Waterfall, MS Visio, MS Project, MS Office Suite, UML, SQL, JIRA, Tableau, SQL Server 2003

**7. Client: Flextronics International, Chennai India Role: Credit Financial Analyst**

**Title: Finance/ Accounts Duration: March 2008- May 2009**

**Project Description:** The scope of the project is to review the credit worthiness of the customers. Auditing the credit review for 100% accuracy.

**Responsibilities:**

* Preparing **credit reviews** using balance sheet, income statement and profit & loss. Assigning **credit rating** and Scores to the companies. Working knowledge of using different ratios for credit rating.
* Auditing on analyst **credit review** on monthly basics and coordinating with external auditors.
* Mapping parent BP code in oracle. Generating **analyst & FLR queue** on daily basis
* Working on CMT team for updating request on Baan. Regular tracking of updated data on CPS.Doing research on existing/ new customer data with data owners to resolve reporting or blocking Issues.
* Maintaining the reports of customers data, updated with 100% accuracy and quality to run reports on a regular basis and necessary changes to be done on time
* Monthly addition of new business partners in Outlook Soft. Linking/delinking of sites and subsidiaries of the customer. Regular tracking of updated data in CPS

**Environment:** Baan, Oracle Financial, Mapics, MS word, MS Excel ,power point and MS Access.

**8. Client: Hov services Role: Junior Finance Executive**

**Title: Finance/ Accounts Duration: June 2007- Feb 2008**

**Project Description:** The project provides business process outsourcing (BPO) services such as accounts payable and receivable, collection management, insurance claims processing, loan processing, medical records management, and content management, from call centers to mailroom services.

**Responsibilities**

* Managed “**Cash Application**” entries and prepared “**Aging Reports**”.
* Consolidated bank reports, reconciled BOA lockboxes, month end closing and production reports. Handled payment related email queries from the client
* Verified vendor **invoices** and matched with **purchase order** and goods received note.
* Validating tax specifications, general Ledger codes in purchase Order.
* Processed Non-PO, statements and debit notes and prepared **bank reconciliation statements** on monthly basis. Ensured quality on **invoice processing**, fixed errors managed the invoice queue and ensured that they are completed as per SLA.

**Environment:** Solomon, Citrix, Epicor, MS Excel, word and power point.

**EDUCATION**

Bachelor of Business administration Affiliated to Bharathidasan University, Trichy, India (8TH University Rank holder and a gold medalist).

**CERTIFICATIONS**

SMAC - Scrum Master Accredited Certification

CSPO - Certified Scrum product Owner